

DAFTAR PUSTAKA

- Achmad Kuncoro, Engkos dan Riduwan. (2008). *Cara menggunakan dan memaknai Analisis Jalur*. Bandung: Alfabeta.
- Adityo, Bino. (2011). *Analisis pengaruh Kepercayaan, Kemudahan dan Kualitas Informasi terhadap Keputusan Pembelian secara Online di Situs Kaskus*. Skripsi Sarjana pada FE Universitas Dipenogoro Semarang: diterbitkan.
- Akhlaq, Ather and Ejaz Ahmed. (2015). "Digital commerce in emerging economies", *International Journal of Emerging Markets*, **Vol. 10** Iss 4 pp. 634 – 647
- Alan, Smith D. and Rupp T. William. (2003). "Strategic online customer decision making: leveraging the transformational power of the Internet". *Online Information Review*. **Vol. 27** Iss 6 pp. 418 – 432
- Alhasanah, J.U. dan K, Riyadi. (2014). "Pengaruh kegunaan, Kualitas Informasi dan Kualitas Interaksi Layanan Web E-commerce terhadap Keputusan Pembelian Online (Survei pada Konsumen www.getscoop.com)". *Jurnal Administrasi Bisnis*. **Vol.15 No.2**
- Ali, Moch. (1985). *Penelitian Pendidikan Prosedur dan Strategi*. Indonesia: Angkasa
- Aljukhadar, Muhammad and Sylvain Senecal. (2011). "Segmenting the online consumer market". *Marketing Intelligence & Planning*. **Vol. 29** Iss 4 pp. 421 - 435
- Al-Rasyid, Harun, (Penyunting : Teguh Kismantoroedji, dkk). (1994). *Dasar-Dasar Statistika Terapan*, Program Pascasarjana, Unpad: Bandung
- Amsyah, Zulkifli. (2001). *Manajemen Sistem Informasi*. Gramedia Pustaka Utama. Jakarta.
- Arikunto, Suharsimi. (2009). *Prosedur Penelitian Suatu Pendekatan Praktis*. Yogyakarta: Bina Aksara
- _____. (2010). *Prosedur Penelitian Suatu Pendekatan Praktik*. Yogyakarta: Bina Aksara
- Azadavar. R., D, *Shahbazi*, and *M.E., Teimouri*. (2011). "The Role of Security as a Customer Perception on Customers' Online Purchasing

Putri Andi, 2016

PENGARUH KUALITAS INFORMASI DAN KEAMANAN TRANSAKSI TERHADAP KEPUTUSAN PEMBELIAN ONLINE: Survei pada konsumen situs jual beli online di Indonesia

Behavior” *International Conference on Software and Computer Applications*. **Vol.9**.

- Bailey, J.E and S.W, Pearson. (1983). “Development of a tool for measuring and analyzing computer user satisfication”. *Management Sience*. **Vol. 29 No.5**. pp.530-545
- Barnes, Stuart J dan Richard T. Vidgen. (2002). An Integrative Approach To The Assessment Of *E-commerce* Quality. *Journal of Electronic Commerce Research* (3)3: 114 127
- Bart, Y., V. Shankar, F. Sultan, and G.L. Urban. (2005). Are the Drivers and Role of Online Trust the Same for All Web Sites and Consumers? A Large-Scale Exploratory Empirical Study. *Journal of Marketing*, 69(4), 133–152. <http://doi.org/10.1509/jmkg.2005.69.4.133>
- Bin Li. (2008). “The Classical Model of Decision Making Has Been Accepted as not providing an Accurate Account of How People Typically Make Decisions”. *International Journal of Business and Management*. **Vol. 3, No. 6**
- Blackwell, R.D., P.W, Miniard and J.F. Engel. (2001). *Consumer Behaviour*, 9th edition. Mason,OH: Southwestern.
- Brilliant, M.A. and A. Achar. (2013). “The Impact of Satisfaction and Trust on Loyalty of E-commerce Customers” *Asean Marketing Journal* **Vol.5No.1**; June 2013
- Brown, Mark. Nigel Pope., and Kevin Voges. (2003). "Buying or browsing?", *European Journal of Marketing*, Vol. 37 Iss 11/12 pp. 1666 – 1684
- Buchari, A. (2002). *Manajemen Pemasaran dan Pemasaran Jasa*. Bandung: CV Alvabeta.
- Chaffey, Dave and PR. Smith. (2013). *Emarketing excellence: planning and optimizing your digital marketing*. 4th ed. USA and Canada: Routledge.
- Chellappa, Ramnath K., and Paul A. Pavlou. (2002). "Perceived information security, financial liability and consumer trust in electronic commerce transactions". *Logistics Information Management*. **Vol. 15** Iss 5/6 pp. 358 – 368
- Chen, yu hu, and S. Barnes. (2007). Initial trust and online buyer behaviour. *Industrial Management & Data Systems*, 107(1), 21–36. <http://doi.org/http://dx.doi.org/10.1108/02635570710719034>

Putri Andi, 2016

PENGARUH KUALITAS INFORMASI DAN KEAMANAN TRANSAKSI TERHADAP KEPUTUSAN PEMBELIAN ONLINE: Survei pada konsumen situs jual beli online di Indonesia

- Cheung et al . (2003). "Online Consumer Behavior : A Review and Agenda for Future Research". *16th Bled eCommerce Conference eTransformation*. Bled, Slovenia, June 2003
- Chen, Su-Jane and Tung-Zong Chang. (2003). "A descriptive model of online shopping process: some empirical results", *International Journal of Service Industry Management*, Vol. 14 Iss 5 pp. 556 - 569
- Choon Ling, K. Bin, D. Daud, Hoi T. Piew, K.H. Keoy, and P. Hassan. (2011). Perceived Risk, Perceived Technology, Online Trust for the Online Purchase Intention in Malaysia. *International Journal of Business and Management*, 6(6), 167–182. <http://doi.org/10.5539/ijbm.v6n6p167>
- Cole, G. A. (2004). *Management Theory and Practice* 6th ed., London: Thomson
- Cooper, Donald R and P.S. Schindler. (2006). *Business Research Methods*. Boston : McGraw-Hill
- Delone, W. and E. Mclean. (2003). "The Delone and Mclean Model of Information Systems Success: A Ten- Year Update," *Journal of Management Information Systems*, **Vol.19**, 4:9-30, 2003.
- DeLone, W.H. and E.R. McLean. (2004). "Measuring e-commerce success: applying the DeLone & McLean Information Systems Success Model". *International Journal of Electronic Commerce*. **Vol. 9, No. 1**. pp.31–47.
- Devaraj, Fan, and Kohli. (2003). E-Loyalty elusive ideal or competitive edge? Communication of the ACM. **Vol 46**, 9 (Sept.2003), 184-191
- Dong-Her, S., C. Hsiu-Sen, C. Chun-Yuan, and B. Lin. (2004). "Internet Security: Malicious E-mails Detection and Protection," *Industrial Management & Data Systems*. **Vol. 104**, 7:613-23, 2004.
- Durmaz, Yakup. (2014). "The Impact of Psychological Factors on Consumer Buying Behavior and an Empirical Application in Turkey". *Asian Social Science*. **Vol. 10, No. 6**; 2014
- Eid, I.M. (2011). "Determinants of E-Commerce Customer Satisfaction, Trust, and Loyalty in Saudi Arabia" *Journal of Electronic Commerce Research* **Vol.12 No.1**; 2011
- Flavia'n,C. and M. Guinalý'u. (2006). "Consumer Trust, Perceived Security and Privacy Policy: Three Basic Elements of Loyalty to a Web site," *Industrial Management & Data Systems*, **Vol. 106**, 5:601-620, 2006.

Putri Andi, 2016

PENGARUH KUALITAS INFORMASI DAN KEAMANAN TRANSAKSI TERHADAP KEPUTUSAN PEMBELIAN ONLINE: Survei pada konsumen situs jual beli online di Indonesia

- Gefen, D., E. Karahanna, and D.W. Straub. (2003). Trust and TAM in Online Shopping: An Integrated Model. *Management Information Systems Research Center*, 27(1), 51–90.
- Gehrt, Kenneth, C. Mahesh, N. Rajan, G. Shainesh, David Czerwinski, and Matthew O'Brien. (2012). "Emergence of online shopping in India: shopping orientation segments". *International Journal of Retail & Distribution Management*, Vol. 40 Iss 10 pp. 742 – 758
- Hahn, e. fred. (2002). *Beriklan dan Berpromosi Sendiri*. Jakarta: PT. Gramedia Pustaka Utama.
- Hardiawan, C.A. (2013). *Pengaruh Kepercayaan, Kemudahan, dan Kualitas Informasi Terhadap Keputusan Pembelian Secara Online (Studi Pada Pengguna Situs Jual Beli Online tokobagus.com)*. Skripsi Sarjana FE Universitas Dipenogoro Semarang.
- Hennig-Thurau, T., K.P. Gwinner, G. Walsh, and D.D. Gremler. (2004). Electronic Word-of-Mouth Via Consumer-Opinion Platforms: What Motivates Consumers to Articulate Themselves on The Internet. *Journal of Interactive Marketing*, 18(1) , 38-52.
- Hermawan, Asep. (2009). *Penelitian Bisnis Paradigma Kuantitatif*. Jakarta : Grasindo.
- Huizingh, E.K.R.E. (2000). "The content and design of web sites: an empirical study". *Information & Management*. Vol. 37. No. 3. pp.123–134
- Hurriyati, Ratih. (2008). *Bauran Pemasaran dan Loyalitas Konsumen*. Indonesia: CV. Alfabeta.
- Hoyer, Wayne D. and Deborah J MacInnis. (2008). *Consumer Behavior*, 5th Edition. USA: South-Western.
- Jiang, Ling (Alice), Zhilin Yang and Minjoon Jun. (2013). "Measuring consumer perceptions of online shopping convenience". *Journal of Service Management*. Vol. 24 No. 2, 2013 pp. 191-214
- Jonsson, Anna and Daniel Tolstoy. (2013). "A thematic analysis of research on global sourcing and international purchasing in retail firms". *International Journal of Retail & Distribution Management*. Vol. 42 Iss 1 pp. 56 - 83
- Joseph L. Gagnon and Chu J. Julian. (2005). "Retail in 2010: a world of extremes". *Strategy & Leadership*. Vol. 33 Iss 5 pp. 13 – 23

Putri Andi, 2016

PENGARUH KUALITAS INFORMASI DAN KEAMANAN TRANSAKSI TERHADAP KEPUTUSAN PEMBELIAN ONLINE: Survei pada konsumen situs jual beli online di Indonesia

- Khalifa, M. and M. Limayem. (2003). Drivers of internet shopping. *Communications of the ACM*, 46(12), 233–239. <http://doi.org/10.1145/953460.953505>
- Kim, Dan J., Donald L. Ferrin, and Raghav H. Rao. (2008). “A Trust-Based Consumer Decision Model in Electronic Commerce: The Role of Trust, Risk, and Their Antecedents”. *Decision Support Systems*. , Vol 44(2) , 544. Research Collection Lee Kong Chian School Of Business.
- Kolesar, M.B. and R.W. Galbraith. (2000). ”A services marketing prospective on e-retailing: implications for e-retailers and directions for further research”. *Internet Research*. Vol.10 No.5, pp 424-438
- Kotler, Philip and Kevin Lane Keller. (2016). *Marketing Management*. Pearson Highered. Ed. 15, pp. 1-812.
- Kotler, Philip and Gary Armstrong. (2014). *Principle of Marketing*. My Marketing Lab. Ed. 15, Global Edition, pp 1-718.
- Kusumadewi, Anggi., dan Andalan Bobby. (2012). “Era Pemasaran Online, Pengusaha Harus Jeli”, Viva News, 28 Januari 2012, diakses melalui <http://bisnis.vivanews.com/news/read/283654-era-pemasaran-online--pengusaha-harus-jeli>, pada tanggal 15 April 2012.
- Laios, Lambros. G., and Socrates J. Moschuris. (2001). "The influence of enterprise type on the purchasing decision process". *International Journal of Operations & Production Management*. Vol. 21 Iss 3 pp. 351 – 372
- Ling, Choon K., D. Daud, T.H. Piew, K.H. Koey, and P. Hassan. (2011). “Perceived Risk, Perceived Technology, Online Trust for the Online Purchase Intention in Malaysia” *International Journal of Business and Management*. Vol. 6 No.6; June 2011
- Lim, Weng Marc., and Ding Hooi Ting. (2012). ” E-shopping: an Analysis of the Technology Acceptance Model”. Vol. 6, No. 4; April 2012
- Maholtra, Narkesh K. (2009). *Riset Pemasaran, Penerapan Terapan*. Jakarta: Gramedia Pustaka Utama
- Masyhuri dan M. Zainuddin. (2008). *Metodologi Penelitian Pendekatan Praktis dan Aplikatif*. Indonesia: Refika Aditama.
- Mekovec. R and Z. Hutinski. (2012). “The role of perceived privacy and perceived security in online market”.

Putri Andi, 2016

PENGARUH KUALITAS INFORMASI DAN KEAMANAN TRANSAKSI TERHADAP KEPUTUSAN PEMBELIAN ONLINE: Survei pada konsumen situs jual beli online di Indonesia

- Mowen, John C dan Minor Michael. (2002). *Perilaku Konsumen Jilid I*. Jakarta: Erlangga.
- Murkherjee, A. and P. Nath. (2003). A Model of Trust in Online Relationship Banking. *The International Journal of Bank Marketing Bradford*, 21 (1), 5. March 10, 2005.
- Oliveira, A. (2007). A Discussion of Rational and Psychological Decision-Making Theories and Models : The Search for a Cultural-Ethical Decision-Making Model. *Journal of Business Ethics*, 12(2), 1478–82. <http://doi.org/10.1111/j.1572-0241.1998.00467.x>
- Pachauri, M. (2002) “Consumer Behaviour : a Literature Review”. *The Marketing Review Vol 2*, 319-355;2002
- Park, C.-H., & Y.G. Kim. (2003). Identifying key factors affecting consumer purchase behavior in an online shopping context. *International Journal of Retail & Distribution Management*, 31(1), 16–29. <http://doi.org/10.1108/09590550310457818>
- _____. (2006). “The Effect of Information Satisfaction and Relational Benefit on Consumers Online Site Commitments”. *Journal of Electronic Commerce in Organizations. Vol.4 No.1*. hal. 70-90.
- Raman A and Annamalai I.(2012) “E-Marketing the Lifeline of NetGeneration: An Empirical Study” *Vol.3 No.2; Maret 2012*
- Ryan, D. (2014). *Understanding Digital Marketing: Marketing Strategies for Engaging the Digital Generation. Understanding Digital Marketing*.
- Sam, M. F. M., and M.N.H. Tahir. (2009). Website Quality and Consumer Online Purchase Intention of Air Ticket. *International Journal of Basic & Applied Sciences*, 9(10), 4–9.
- Santoso, Singgih. (2002). Statistik dengan SPSS. Jakarta: Elex media Komputindo.
- Sekaran, Uma. (2009). *Research Methods For Business (Metodologi Penelitian untuk Bisnis)*. Jakarta: Salemba Empat
- Simon, H. (1977). *The New Science of Management Decisions*, Englewood Cliffs, NJ : Prentice-Hall
- Shyu, M. L., W.J. Chiang, Wen C. Yuan, and Liang S. Wang. (2015). Key Success Factors In Digital Marketing In Service Industry And The
- Putri Andi, 2016

PENGARUH KUALITAS INFORMASI DAN KEAMANAN TRANSAKSI TERHADAP KEPUTUSAN PEMBELIAN ONLINE: Survei pada konsumen situs jual beli online di Indonesia

- Development Strategies: A Case Study On Fleur De Chine At Sun Moon Lake. *International Journal of Organizational Innovation (Online)*, 8(1), 171–185.
- Stokes, R. (2008). *E-Marketing: The essential guide to marketing in a digital world Fifth Edition*. Quirk eMarketing (Pty). <http://doi.org/10.1017/CBO9781107415324.004>
- Sugiyono. (2009). *Metode Penelitian Kuantitatif dan Kualitatif*. Bandung: Alfabeta
- _____. (2013). *Metode Penelitian Bisnis*. Bandung: Alfabeta
- Suhari, Yohanes. (2008). “Keputusan membeli secara *online* dan faktor-faktor yang mempengaruhinya.” *Jurnal Teknologi Informasi DINAMIK*. Vol. XIII : No.2; Juli 2008 : 140-146
- Sukma, A.A. (2012). “Analisis faktor-faktor yang mempengaruhi keputusan pembelian melalui social networking websites” *Jurnal Ekonomi Manajemen*
- Surakhmad, Wiranto. (1998). *Metode Penelitian Sosial*. Bandung: PT Remaja Rosdakarya.
- Solomon M, et.al. (2006). *Consumer Behaviour: A European Perspective*, 3th Edition. England: Pearson Education Limited.
- Schepers, Melle. (2015). *The impact of online consumer reviews factors on the Dutch consumer buying decision*. IBA Bachelor Thesis, University of Twente.
- Tjiptono, Fandy. (2006). *Pemasaran Jasa*, Edisi Pertama. Malang: Bayumedia Publishing.
- Tsai Y.C and J.C. Yeh. (2010). “Perceived risk of information security and privacy in *online* shopping: A study of environmentally sustainable products” *African Journal of Business Management*. Vol. 4 (18). pp. 4057-4066; Desember 2010
- Turban, Efraim, (1995). *Decision Support Systems*. 4nd Edition. USA: Prentice-Hall, Inc.
- Turban, Efraim, K. David and L. Judy. (2011). *Introduction to Electronic Commerce*. (P. Hall, Ed.) (3rd ed.). New Jersey.
- Umar, Husein. (2009). *Metode Riset Bisnis*. Jakarta: PT Gramedia Pustaka Utama

Putri Andi, 2016

PENGARUH KUALITAS INFORMASI DAN KEAMANAN TRANSAKSI TERHADAP KEPUTUSAN PEMBELIAN ONLINE: Survei pada konsumen situs jual beli online di Indonesia

_____. (2014). *Metode Penelitian untuk Skripsi dan Tesis Bisnis*. Jakarta: PT Gramedia Pustaka Utama

Wang, M.C-H., E.S.T. Wang, J.M.S. Cheng, and A.F.L. Chen. (2009). "Information quality, online community and trust: a study of antecedents to shoppers' website loyalty". *Int. J. Electronic Marketing and Retailing*. **Vol. 2, No. 3**. pp.203–219

Yenisey, M., A. Ozok, and G. Salvendy. (2005). Perceived security determinants in e-commerce among Turkish university students. *Behaviour & Information Technology*, 24(4), 259–274.

WEBSITE :

"Profil pengguna Internet di Indonesia Tahun 2015" *IdKeyword* (April,2015), <http://blog.idkeyword.com/profil-pengguna-internet-di-indonesia-tahun-2015/> , diakses pada 26 Juni 2015

"Toko *Online* di Indonesia, Disarankan seperti universitas" *Tekno Kompas* (Juni 11,2015),<http://tekno.kompas.com/read/2015/06/11/16122357/Toko.Online.di.Indonesia.Disarankan.seperti.Universitas>, diakses pada 24 Juni 2015

"Pertengahan 2015, Toko *Online* Harus Bersertifikat dari Kemenkominfo" *Kompas.com* (Maret 6, 2015), <http://bisniskeuangan.kompas.com/read/2015/03/06/140054426/Pertengahan.2015.Toko.Online.Harus.Bersertifikat.dari.Kemenkominfo>, diakses pada 24 Juni 2015

"Penetrasi Belanja *Online* di Indonesia Masih Minim" *Okezone.com* (Mei 27, 2015) <http://m.okezone.com/read/2015/05/27/320/1156124/penetrasi-belanja-online-di-indonesia-masih-minim#top>, diakses pada 24 Juni 2015

"Orang Indonesia Masih Takut Belanja *Online*" *Tempo.co* (Juni 01, 2015), <http://m.tempo.co/read/news/2015/06/01/058671188/orang-indonesia-masih-takut-belanja-online>, diakses pada 24 Juni 2015

"MasterCard: Belanja *Online* Semakin Populer di Indonesia" *SWA.co.id* (Maret 21, 2014), <http://swa.co.id/technology/mastercard-belanja-online-semakin-populer-di-indonesia>, diakses pada November 2014

"Survei *website* e-commerce paling populer di Indonesia," *Techinasia.com* (September 16, 2014), <http://id.techinasia.com/survei-website-ecommerce-populer-indonesia/>, diakses pada november 2014

Putri Andi, 2016

PENGARUH KUALITAS INFORMASI DAN KEAMANAN TRANSAKSI TERHADAP KEPUTUSAN PEMBELIAN ONLINE: Survei pada konsumen situs jual beli online di Indonesia

“Riset: Hampir 50% Konsumen Belanja *Online* Tidak Puas” *viva.co.id* (November 4, 2013), <http://m.news.viva.co.id/news/read/456007-ri-set--hampir-50--konsumen-belanja-online-tidak-puas>, diakses pada November 2014

“BMI Prediksi Belanja *Online* Tumbuh 57% Tahun 2015” *Swa.co.id* (Januari 23, 2015), <http://swa.co.id/business-research/bmi-research-pasar-belanja-online-di-tahun-2015-semakin-menarik>, diakses pada Februari 2015

“Peluang dan Tantangan e-commerce di Asia Tenggara dan Indonesia” *Techinasia.com* (Februari 19, 2015), <http://id.techinasia.com/potensi-ecommerce-di-indonesia-asia-tenggara/>, diakses pada Februari 2015

“3 Faktor penentu keputusan pembelian ketika belanja online” *Marketing.co.id* (Agustus 07, 2014), <http://www.marketing.co.id/3-faktor-penentu-keputusan-pembelian-ketika-belanja-online/>, diakses pada November 2015

“Infografik: 10 Faktor teratas yang mempengaruhi keputusan pembelian” *Marketing.co.id* (Juli 12, 2013), <http://www.marketing.co.id/infografik-10-faktor-teratas-yang-mempengaruhi-keputusan-pembelian/>, diakses pada November 2015

“Data Statistik Mengenai Pertumbuhan Pangsa Pasar E-Commerce di Indonesia saat ini” *startupbisnis.com* (September 16, 2014), <http://www.startupbisnis.com/data-Statistik-Mengenai-Pertumbuhan-Pangsa-Pasar-E-Commerce-di-Indonesia-saat-ini/>, diakses pada November 2015

“Pemerintah Akan Tingkat Transaksi E-Commerce” *kominfo.go.id* (Maret 07, 2015), http://kominfo.go.id/index.php/content/detail/4540/Pemerintah+Akan+Tingkat+Transaksi+E-Commerce/0/berita_satker#.VtVLSlt97IW diakses pada 1 maret 2016

“Berapa Sebenarnya Nilai Pasar e-commerce Indonesia?” *marketeers.com* (Juni 12, 2015), <http://marketeers.com/article/berapa-sebenarnya-nilai-pasar-e-commerce-indonesia.html> diakses pada 1 maret 2016

“Besarnya Potensi E-Commerce Indonesia” *metrotvnews.com* (Februari 16, 2016), <http://teknologi.metrotvnews.com/read/2016/02/16/485297/besarnya-potensi-e-commerce-indonesia> diakses pada 1 maret 2016

“Strategi Pemasaran Bisnis Zalora” *businessnthings.com* (April 1, 2015), <http://businessnthings.com/strategi-pemasaran-bisnis-zalora-seperti-apa-saja/> diakses pada 21 Maret 2016

Putri Andi, 2016

PENGARUH KUALITAS INFORMASI DAN KEAMANAN TRANSAKSI TERHADAP KEPUTUSAN PEMBELIAN ONLINE: Survei pada konsumen situs jual beli online di Indonesia

Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu

“Lazada: Keamanan wajib jadi kiblat bagi *e-commerce*” *liputan6.com* (November 25, 2015), <http://m.liputan6.com/tekno/read/2374827/lazada-keamanan-wajib-jadi-kiblat-bagi-e-commerce/> diakses pada 29 Maret 2016

Putri Andi, 2016

PENGARUH KUALITAS INFORMASI DAN KEAMANAN TRANSAKSI TERHADAP KEPUTUSAN PEMBELIAN ONLINE: Survei pada konsumen situs jual beli online di Indonesia

Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu